Customer LMS impressions

Institution: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous LMS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Current LMS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Running since: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you hosted or self-hosted? Have you experienced any challenges with this arrangement?
2. How many classes/sections are you running on this LMS, and how many users does that involve? If this does not encompass all of your classes, what is your plan to expand to all sections and users?
3. How much effort was required following the course migrations to make sure that all courses were running as before? Do your faculty handle any necessary fixes when their courses are migrated, or do you have staff to assist with that process?
4. What were any pleasant surprises you found as you were implementing this system?
5. What were any unexpected challenges that you encountered? Be specific.
6. Are you using the analytics functionality of the system, and if so, what is your impression of that functionality?
7. Has the system presented any challenges in how your faculty deliver instruction?
8. Is there anything you now know that you wish you’d known before you chose this system?
9. Have you been pleased with the overall performance of the system?
10. How would you rate their customer service?
11. Overall, what is the students’ impression of the system?
12. Overall, what is the faculty’s impression of the system?
13. Would you recommend your LMS to another institution? Why or why not?
14. Is there any LMS you would not recommend and why?